Amendments to the claims:

1.- 18. (canceled)

19. (currently amended) A method for determining causes of disruptive factors in an installation under investigation, comprising:

gathering and storing in a first database relevant causation data of performance limits for a plurality of related installations;

storing data relating to the installation under investigation in a second database;

assigning the relevant causation data to an installation element, wherein the data in the second database contains data about installation elements occurring in the installation under investigation;

assigning the relevant causation data to target groups of the installation;

generating a questionnaire from the causation data by tailoring the questionnaire based on data in the second database so that the questionnaire only contains questions relating to the installation under investigation[[;]],

wherein the questionnaire only contains questions for installation elements occurring within the installation, and

wherein the questionnaire is generated such that the questionnaire only contains questions for employees in the target groups to be questioned, the installation under investigation containing details about the target groups to be questioned,

collecting responses to the questionnaire questions from employees of the installation under investigation;

analyzing the employee responses to the questionnaire; and

determining the causes of disruptive factors of the installation based on the questionnaire analysis,

wherein the data about the installation under investigation is requested beforehand by an operator of the installation and stored in the second database.

20. (previously presented) The device as claimed in claim 19, wherein the disruptive factors are selected from the group consisting of malfunctions and performance limits.

21. (previously presented) The method as claimed in claim 20, further comprising:

generating the questionnaire by a data processing unit that uses data in the first and second databases,

outputting the questionnaire by an output unit,

collecting the employee responses via an input unit,

storing the employee responses in the second database, and

determining the causes of malfunctions and performance limits by the data processing unit based on the stored responses of the employees.

22. (previously presented) The method as claimed in claim 21, wherein improvement measure data is stored in the first database.

23. (canceled)

24. (canceled)

25. (currently amended) The method as claimed in claim [[24]] 19, wherein the questionnaire is directed to drive or automation components of the installation.

26. (previously presented) The method as claimed in claim 25, wherein the responses of the employees are collected via interviews.

27. (previously presented) The method as claimed in claim 26, wherein the responses of the employees are collected via a data network.

28. (previously presented) The method as claimed in claim 27, wherein the relevant causation data is obtained from malfunction or field reports from other installations.

29. (previously presented) The method as claimed in claim 28, wherein the method is implemented by a technical service provider.

30. (previously presented) The method as claimed in claim 29, wherein an assessment of the technical state of the installation is made based on the responses of the employees and with a defined assessment rule.

31. (canceled)

32. (currently amended) A device for determining the causes of disruptive factors in an installation, comprising:

a first database that contains data about causes of malfunctions in a plurality of installations and improvement measure data;

a second database that contains data specific to the installation under investigation, wherein the data in the second database contains details about the installation elements in the installation under investigation;

an output mechanism to output a questionnaire;

an input mechanism to input responses of employees working in the installation to the questions in the questionnaire and to input the data about the installation under investigation; and

a data processing unit to generate the questionnaire from the data in the first database and the second database and to determine the causes of disruptive factors of the installation under investigation by analyzing the responses of the employees to the questions in the questionnaire wherein:

causation data is assigned to target groups of the installation and installation elements,

data about the installation to be assessed contains data about the target groups to be questioned,

the questionnaire being generated such that it contains questions for employees in the target groups to be questioned,

wherein the questionnaire only contains questions for installation elements occurring within the installation,

wherein the questionnaire only contains questions for employees in the target groups to be questioned, and

wherein the data about the installation under investigation is requested beforehand by an operator of the installation and stored in the second database.

33. (previously presented) The device as claimed in claim 32, wherein the disruptive factors are selected from the group consisting of malfunctions and performance limits.

34. (previously presented) The device as claimed in claim 33, wherein the first data base further contains data about causes of performance limits.

35. (canceled)

36. (previously presented) The device as claimed in claim 35, wherein the output unit and the input unit are connected to a data communication network that is accessible by the employees.

37. (previously presented) The device as claimed in claim 36, wherein the first database is connected to a plurality of installations via a data network.

38. (canceled)